

Bideford Minor Injury Unit - 'Friends and Family Test' – Mar-15 to May-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Mar-15	16	100.0	0.0	0.0
Apr-15	4	75.0	25.0	0.0
May-15	7	85.7	0.0	14.3

Bideford Minor Injury Unit - Qualitative Feedback - Mar-15

	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	I cannot fault the quiet, calm efficiency of the Minor Injuries Unit. Charming nurses, Dr's etc. Thank you.	Keep it here - do not close it!	Female	over 65	White British	No tick
2	Extremely likely	Everyone is always so lovely and helpful, brilliant with children. Waiting time is always fairly quick. They keep you well-informed as to what exactly is going on. Amazing service!	Parking is always an issue.	Female	36-45	White British	No tick
3	Extremely likely	Very prompt service with badly cut finger, pleasant service.					No tick
4	Extremely likely	Excellent service – friendly, helpful staff. Thank you!					No tick
5	Extremely likely	Very speedy and helpful.		Male	36-45	White British	No tick
6	Extremely likely	The staff have been very good indeed with the help and attention I've been given.		Male	over 65	White British	No tick
7	Extremely likely	The staff are very helpful and friendly. Different to Barnstaple A&E where I was met with hostility by	None.		56-65	White British	No tick

		the consulting nurse.					
8	Extremely likely	Nearest A&E. Not too long to wait and understanding nurses.		Female	over 65	White British	No tick
9	Extremely likely	Nice reception, very caring and thorough nurse named Laura, checked my nose out and blood pressure twice, kept feeling better!		Female	46-55	White British	No tick
10	Extremely likely						No tick
11	Extremely likely	Brilliant staff. Very helpful and understanding.					No tick
12	Extremely likely	Very happy staff, extremely friendly, helpful. Small friendly hospital. Would recommend.		Female	46-55	White British	No tick
13	Extremely likely	Very well looked after.					No tick
14	Extremely likely	Son banged his head - needing it glued. Had a very thorough, friendly examination. Nurses were excellent with my son. Brought him here for peace of mind rather than having to wait to try and get doctor's appointment.	No!	Female	36-45	White British	No tick
15	Extremely likely	Staff very friendly and attentive. Helpful and patched me up!	Waiting times.	Male	26-35	White British	No tick
16	Likely	Staff very helpful.					No tick

Bideford Minor Injury Unit - Qualitative Feedback - Apr-15

	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	S. (HCA) is 'Simply the Best'.	No.	Female	56-65	White British	No tick
2	Extremely likely	Care and attention is excellent.					No tick
3	Extremely likely	Leg problem.		Male	over 65		No tick
4	Extremely unlikely	Was not very happy, waited 3 hours and when eventually seen the nurse 'went to get pain killers' and sat in the office for 25minutes leaving us waiting, if was busy that's ok but the pace was quiet and calm and clients should of been seen.	Provide the expected level of care.	Female	16-25	White British	No tick

Bideford Minor Injury Unit - Qualitative Feedback - May-15

	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Extremely likely	Very caring, friendly + patient with me as I am a nervous patient. Lovely nurses.		Female	36-45	White British	No tick

2	Extremely likely	Always receive excellent attention.	None.	Male	over 65	White British	No tick
3	Extremely likely	The nurse was fantastic so careful + caring, absolutely lovely couldn't praise her enough. My daughter felt very safe and secure.		Female	under 16	White British	No tick
4	Extremely likely	First class attention.		Female	over 65	White British	No tick
5	Extremely likely	Staff - outstanding polite etc etc.	Keep open.	Female	56-65	White British	No tick
6	Extremely likely	Excellent.					No tick
7	Neither likely nor unlikely	The playhouse is dirty, broken with sharp edges to the window. Full of bugs, not safe! But staff are great.	New toys.		36-45	White British	No tick